

Using the LIHEAP Performance Management Website's Data Warehouse for Program Planning

Presented by the Office of Community Services (OCS) in the Administration for Children and Families (ACF) hosted by APPRISE under contract to OCS

March 9, 2017

Presenters:

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ADMINISTRATION FOR
CHILDREN & FAMILIES

Welcome

Welcome and Introductions

- Leon Litow, OCS

Webinar Speakers

- Melissa Torgerson, Verve
- Dan Bausch, APPRISE

Webinar Agenda

During this webinar, presenters will:

- Provide a brief overview of how the development of the LIHEAP Model Plan fits into the LIHEAP Performance Management Process
- Demonstrate ways that reports from the LIHEAP Data Warehouse can help grantees respond to specific questions in the LIHEAP Model Plan
- Walk through steps necessary to access specific reports from the LIHEAP Data Warehouse
- Outline additional Performance Management resources available to LIHEAP grantees

Performance Management

What is Performance Management?

Performance Management is the process of evaluating performance measurement data, and then using this data (together with other information) to make educated program decisions.

Performance Management Cycle

Performance Management uses information to facilitate continuous **learning** and **improvement** over time.



Program Evaluation and Planning

Key Questions

EVALUATION



- What has happened in the past?
- Do our program outcomes match expectations? Are we accomplishing what we wanted to do?
- What changes have occurred? How does this impact our goals or outcomes?

PLANNING



- What goals and priorities do we have for the coming year(s)?
- How can we make modifications to our program that will lead to improved outcomes?
- What best practices are other states implementing that we can consider?

Performance Management in Action: Using Data to Inform the LIHEAP Model Plan

Using data to develop the LIHEAP Model Plan helps Grantees to:

- Adjust responses in the LIHEAP Model Plan to reflect what is actually happening “on the ground”
- Determine areas where changes in program design may be necessary to accomplish goals outlined in their plan
- Work with stakeholders to address policy questions (including justification of program changes, decisions)

Performance Management in Action: **Using Data to Inform the LIHEAP Model Plan**

LIHEAP Model Plan areas addressed in this webinar include:

- Allocating Funds by Program Component
- Determining Income-Eligibility Criteria
- Prioritizing the Lowest Income Households

Additional examples will be available in the *Data Warehouse Tutorial*.

Allocating Funds by Program Component

Model Plan Question 1.2

Grantees are asked to estimate the percentage of LIHEAP funds that will be used for each program component.

Estimated Funding Allocation, 2604(C), 2605(k)(1), 2605(b)(9), 2605(b)(16) - Assurances 9 and 16

1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%.	Percentage (%)
Heating assistance	39.00%
Cooling assistance	30.00%
Crisis assistance	15.00%
Weatherization assistance	2.00%
Carryover to the following federal fiscal year	3.00%
Administrative and planning costs	10.00%
Services to reduce home energy needs including needs assessment (Assurance 16)	1.00%
Used to develop and implement leveraging activities	0.00%



Allocating Funds by Program Component

Key Evaluation Questions

- How has our state estimated funding allocations in previous Model Plans?
- How has our state actually used (obligated) funds in previous years?
- Do our previous years' estimates align with actual uses of funds?



Allocating Funds by Program Component

Key Evaluation Questions

How has our state estimated funding allocations in previous Model Plans?

LIHEAP Model Plan
Estimated Funding Allocations

	2012	2014	2016	2017
Heating	40%	40%	40%	40%
Cooling	28%	28%	28%	28%
Crisis	10%	10%	10%	10%
Weatherization	2%	2%	2%	2%
Administration	10%	10%	10%	10%
Carryover	10%	10%	10%	10%

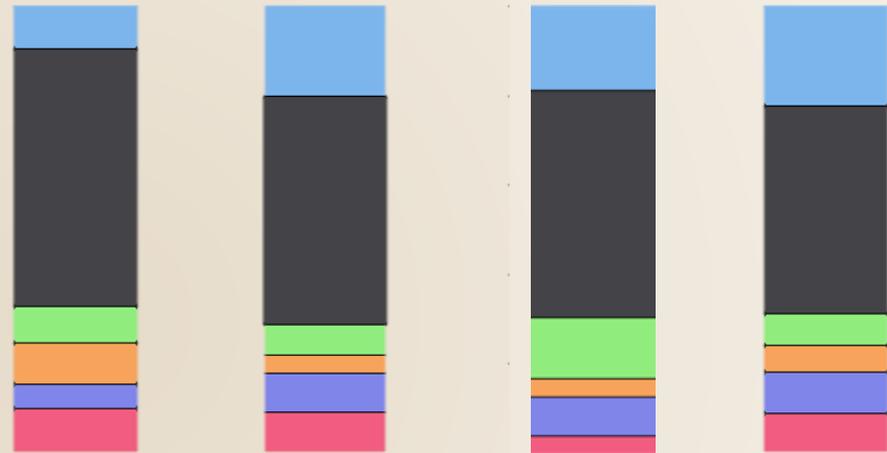
In this example, the grantee has used the same funding allocation estimates in their LIHEAP Model Plan for several years.



Allocating Funds by Program Component

Key Evaluation Questions

How has our state actually used funds in previous years?



	2012	2013	2014	2015
Heating	9%	20%	19%	22%
Cooling	58%	51%	51%	47%
Crisis	8%	7%	14%	7%
Weatherization	9%	4%	4%	6%
Administration	6%	9%	9%	9%
Carryover	10%	9%	4%	9%



Allocating Funds by Program Component

Key Evaluation Questions

Do our previous years' Model Plan estimates align with actual uses of funds?

In this example, the grantee's **estimated** uses of funds in their LIHEAP Model Plan differs significantly from **actual** uses of funds. This is particularly true in the areas of heating and cooling.

	2012		2013		2014		2015	
	Est	Actual	Est	Actual	Est	Actual	Est	Actual
Heating	40%	9%	40%	20%	40%	19%	40%	22%
Cooling	28%	58%	28%	51%	28%	51%	28%	47%
Crisis	10%	8%	10%	7%	10%	14%	10%	7%
Weatherization	2%	9%	2%	4%	2%	4%	2%	6%
Administration	10%	6%	10%	9%	10%	9%	10%	9%
Carryover	10%	10%	10%	9%	10%	4%	10%	9%



Allocating Funds by Program Component Key Planning Questions

So Now What?

- Does our state need to adjust (“true up”) funding allocation estimates in the LIHEAP Model Plan to more closely reflect actual uses of funds?
- If the funding allocation estimates in the LIHEAP Model Plan reflect priorities or goals—does our state need to evaluate program delivery or budgeting to get closer to these estimates?

Allocating Funds by Program Component

What Data Will Help Me?

Past Estimated Allocations

- LIHEAP Model Plans [*OLDC, LIHEAP Clearinghouse*]

Past Uses of Funds

- Annual Grantee Survey [*LIHEAP Data Warehouse*]

Allocating Funds by Program Component

Where Do I Find Reports in the Data Warehouse?

LIHEAP Data
Warehouse
Demonstration:

Past Uses of Funds

Guided Search

Single State Program Reports

1 Start: Topics → 2 States → 3 Years → 4 Results

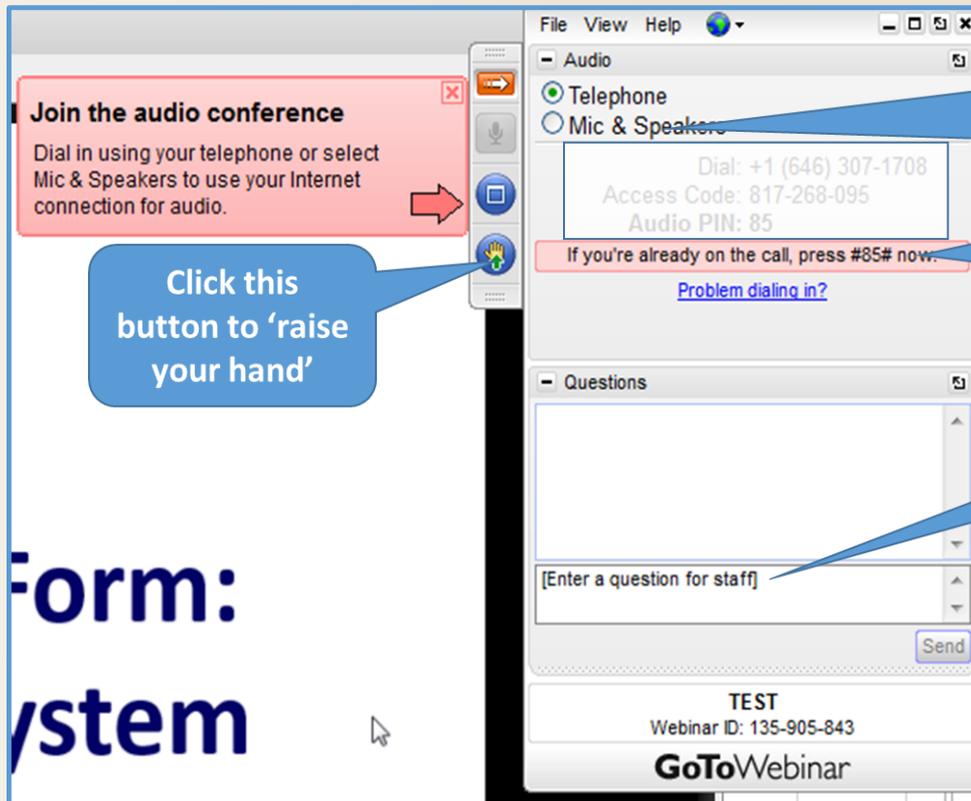
Choose a report:

- Who is eligible for assistance
- How much funding comes from each source
- How funds are used**

Grantee Uses of LIHEAP Program Funds - Latest Year Available

Grantee Uses of LIHEAP Program Funds - Over Time

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Determining Income-Eligibility Criteria

Model Plan Questions 2.1, 3.1, 4.1, 5.1

For each program component, grantees need to designate the maximum income threshold used to determine who is income-eligible for assistance.

Section 2 - Heating Assistance

Eligibility, 2605(b)(2) - Assurance 2

2.1 Designate the income eligibility threshold used for the heating component:

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	HHS Poverty Guidelines	200.00%



Determining Income-Eligibility Criteria Key Evaluation Questions

- How has the **federally income-eligible** population in my state changed during recent years?
- How does our designated **state income threshold** impact the population eligible for assistance?
- What portion of income-eligible households are we serving each year?



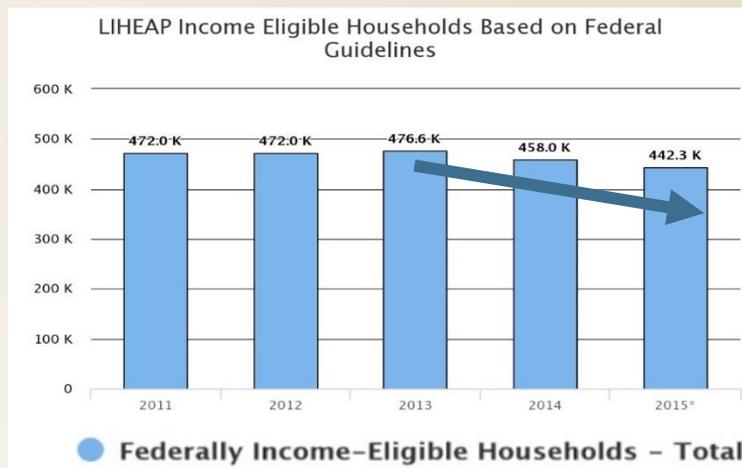
Determining Income-Eligibility Criteria

Key Evaluation Questions

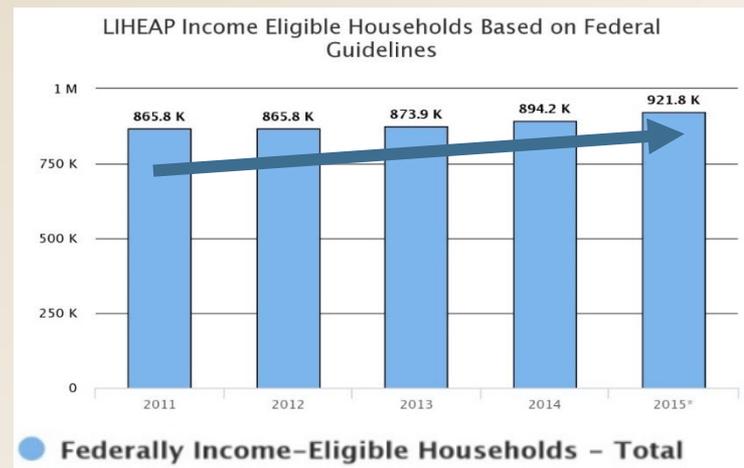
How has the federally income-eligible population changed in recent years?

- In **Example A**, the LIHEAP federally income-eligible population has decreased over the past three years.
- The opposite is true for **Example B**, who experienced an increase in federally income-eligible LIHEAP households every year between 2011 and 2015.

Example A



Example B





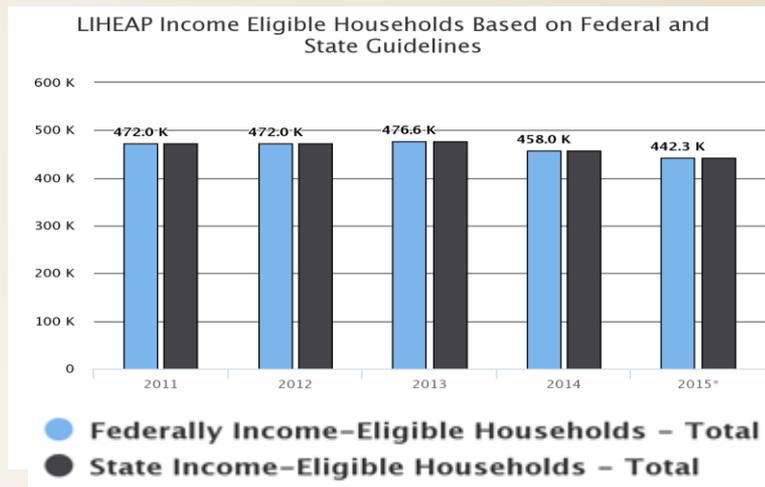
Determining Income-Eligibility Criteria

Key Evaluation Questions

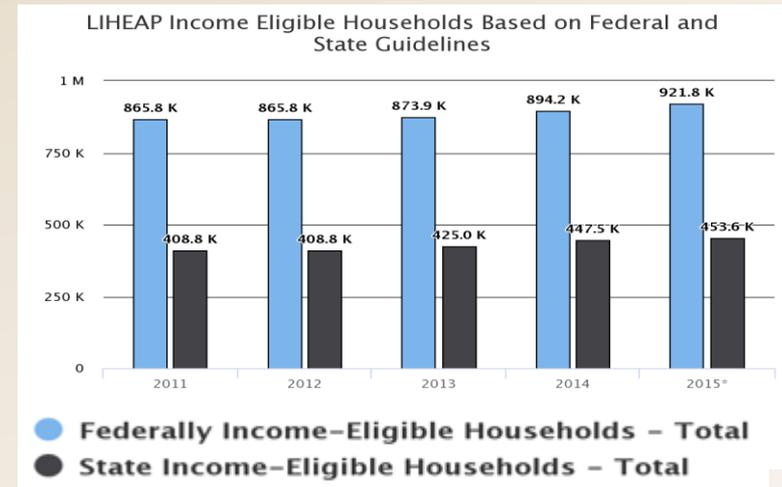
How does the designated state income threshold impact the size of the population eligible for assistance?

- In **Example A**, the grantee is using the maximum allowable income eligibility threshold.
- In **Example B**, the grantee's income eligibility threshold for LIHEAP is lower than the federal maximum income eligibility guidelines. This means that only about 50% of federally income-eligible households can apply for LIHEAP assistance.

Example A



Example B





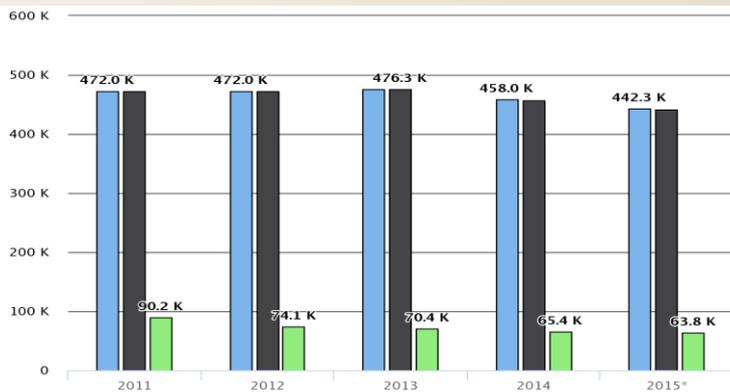
Determining Income-Eligibility Criteria

Key Evaluation Questions

What proportion of income-eligible households are being served with LIHEAP each year?

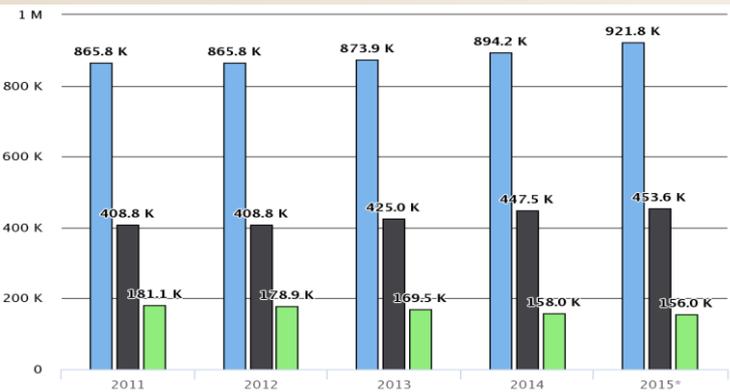
- The Grantee in **Example A** serves 14-19% of LIHEAP income-eligible households each year.
- Due to lower state income guidelines, the Grantee in **Example B** serves a higher percentage (over 35%) of LIHEAP income-eligible households each year.

Example A



● Federally Income-Eligible Households - Total
● State Income-Eligible Households - Total
● Total Households Served

Example B



● Federally Income-Eligible Households - Total
● State Income-Eligible Households - Total
● Total Households Served



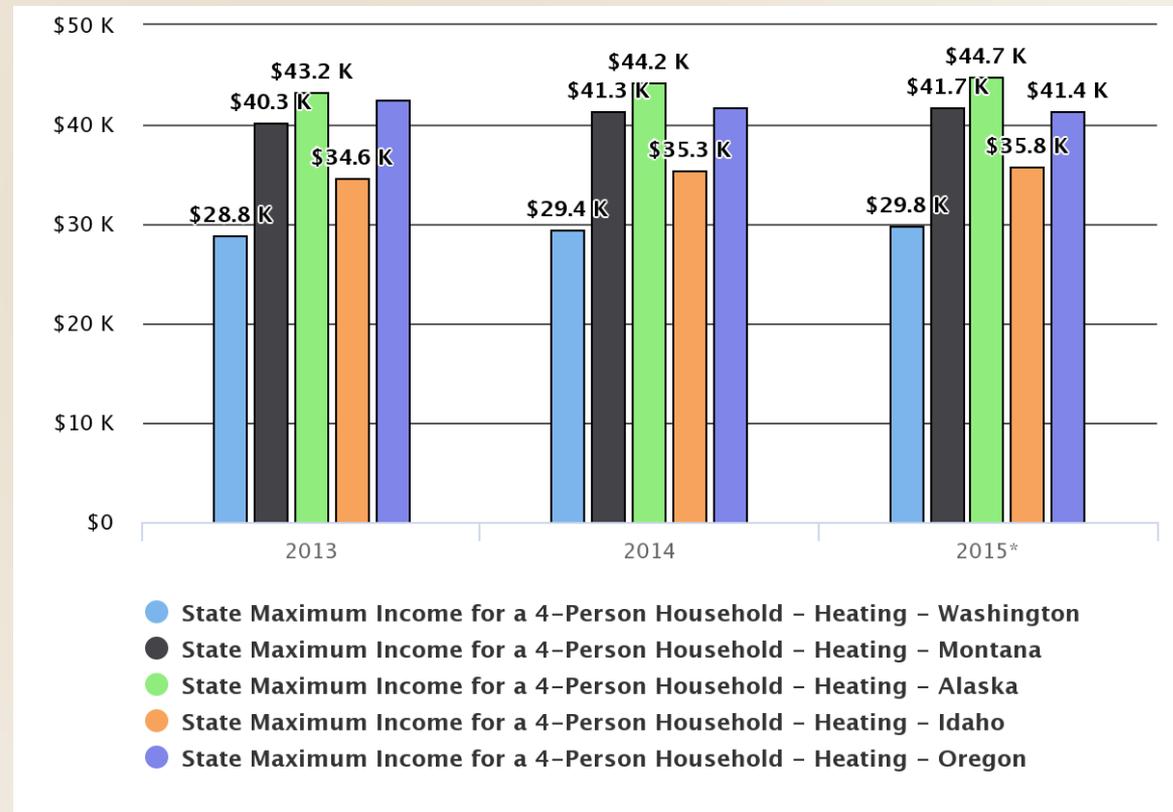
Determining Income-Eligibility Criteria

Key Evaluation Questions

How does our state's maximum income guidelines compare to other grantees?

In this example, Grantees in the Northwest who are considering lower state income guidelines could look to Washington as an example.

For instance, Washington LIHEAP staff might be able to provide insight regarding this policy choice (and impacts).





Determining Income-Eligibility Criteria

Key Planning Questions

So Now What?

- **If our state can only serve a small percentage of the income-eligible population**, should we consider lowering our state income eligibility threshold to reduce the number of households who can apply for LIHEAP?
- **If our state income eligibility threshold is already lower than federal income guidelines**, are there specific groups of people who may be “falling through the cracks” at higher income levels?
- **How do our maximum income guidelines compare to other states?** Do grantees with lower/higher income guidelines have any insight they could lend us regarding their policy decision? Impacts?

Determining Income-Eligibility Criteria

What Data Will Help Me?

Income-Eligible Population Data

- Annual LIHEAP Home Energy Notebook [*LIHEAP Data Warehouse*]

Households Served

- Annual Household Report [*LIHEAP Data Warehouse*]

State Maximum Income Threshold

- Annual Grantee Survey [*LIHEAP Data Warehouse*]

Determining Income-Eligibility Criteria

Where Do I Find Reports in the Data Warehouse?

LIHEAP Data
Warehouse
Demonstration:

Federal and State
Income-Eligible
Households.

The screenshot shows the 'Guided Search' interface of the LIHEAP Data Warehouse. At the top right, there are links for 'LIHEAP Glossary' and 'Report'. The main heading is 'Single State Program Reports'. Below this is a progress bar with four steps: '1 Start: Topics', '2 States', '3 Years', and '4 Results'. The 'Start: Topics' step is currently active. Underneath, it says 'Choose a report:'. A dropdown menu is open, showing a person icon and the text 'Who is eligible for assistance'. Below the dropdown, there are two report options, each with a bar chart icon and a title: 'LIHEAP Income Eligible Households Based on Federal Maximum Income Guidelines' and 'LIHEAP Income Eligible Households Based on Federal and State Income Guidelines'.

Determining Income-Eligibility Criteria

Where Do I Find Reports in the Data Warehouse?

LIHEAP Data Warehouse Demonstration:

Federal and State Income-Eligible Households

+ Households Served

The screenshot displays the LIHEAP Performance Management Data Warehouse interface. At the top, the logo for the Department of Health and Human Services and the Administration for Children & Families is visible, along with the text "LIHEAP Performance Management". A navigation bar includes links for HOME, REPORTS TO CONGRESS, DATA WAREHOUSE, GRANTEE RESOURCES, IMPORTANT LINKS, and WHAT'S NEW. The main content area is titled "Advanced Data & Analytics" and includes a "LIHEAP Glossary" link. A "Customize report" link is highlighted with a blue arrow, and a "Back to report selection" link is also present. Below this, a chart titled "LIHEAP Income Eligible Households Based on Federal and State Income-Eligible Households" is partially visible, with a y-axis ranging from 0 to 600 K. The interface then shows a "Step 1: Select the data fields you want to use:" section. This section is divided into three columns: "Select the kind of data you want:", "Select a data category:", and "Select data fields (hover for help):". In the first column, "LIHEAP Recipients" is selected. In the second column, "Total (Any Type of Assistance)" is selected. In the third column, "Total Households Served" is selected. Below this is a "Step 2: Filter your data for analysis:" section. This section is divided into three columns: "Data fields selected:", "Select grantees:", and "Select years:". In the first column, three data fields are selected: "1. - Federally Income-Eligible Households - Total [X]", "2. - State Income-Eligible Households - Total [X]", and "3. - Total Households Served [X]". In the second column, "All grantees" is selected. In the third column, the years 2001, 2002, 2003, and 2004 are selected.

Determining Income-Eligibility Criteria

Where Do I Find Reports in the Data Warehouse?

LIHEAP Data Warehouse Demonstration:

State Maximum Income Threshold

Advanced Data & Analytics [LIHEAP Glossary](#) [Reports help](#) [Site feedback](#) Report search:

[Customize report](#) | [Back to report selection](#)

Step 1: Select the data fields you want to use:

Select the kind of data you want:

- LIHEAP Funding
- LIHEAP Recipients
- LIHEAP Average Benefits
- LIHEAP Income-Eligible Population**
- Percent Served by LIHEAP

Select a data category:

- Federal Guidelines
- State Guidelines**

Select data fields (hover for help):

- State Income-Eligible Households - No Vu Member
- State Maximum Income for a 4-Person Household - Heating
- State Maximum Income for a 4-Person Household - Cooling
- State Maximum Income for a 4-Person Household - Winter Crisis

Step 2: Filter your data for analysis:

Data fields selected: [Clear all](#)

- 1. - State Maximum Income for a 4-Person Household - Heating [X]

Select grantees: [Clear all](#) [Select all](#)

- California
- Colorado
- Connecticut
- Delaware
- District of Columbia
- Florida
- Georgia

Select years: [Clear all](#) [Select all](#)

- 2010
- 2011
- 2012
- 2013
- 2014
- 2015*

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Prioritizing the Lowest Income Households

Model Plan Questions 2.3, 2.4, 3.3, 3.4, 4.7

For each LIHEAP program component, the Model Plan asks grantees to indicate whether households with high energy burden are prioritized.

Do you give priority in eligibility to:	
Elderly?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Disabled?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Young children?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Households with high energy burdens ?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Other? See explanation below	<input checked="" type="radio"/> Yes <input type="radio"/> No
Explanations of policies for each "yes" checked above:	

The LIHEAP Statute indicates that grantees should be targeting benefits to the lowest income households with highest energy costs (relative to household size).



Prioritizing the Lowest Income Households **Key Evaluation Questions**

- What is the distribution of income-eligible households across poverty intervals? How has this changed over time?
- What portion of assisted households have income in the lowest poverty intervals?
- Does distribution of households among poverty intervals vary by program component?



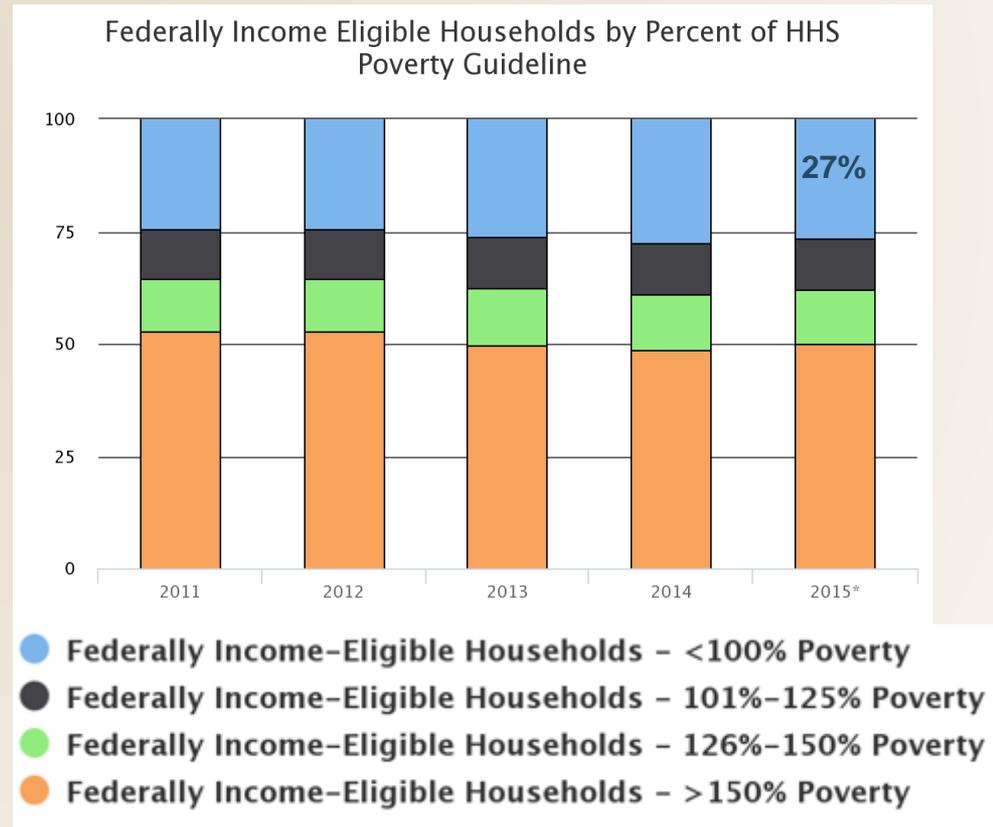
Prioritizing the Lowest Income Households

Key Evaluation Questions

What is the distribution of income-eligible households across poverty intervals? How has this changed over time?

In this example, approximately 27% of LIHEAP income-eligible households were at or below 100% of HHS Poverty Guidelines in FY 2015.

This is not a significant change from previous years.





Prioritizing the Lowest Income Households

Key Evaluation Questions

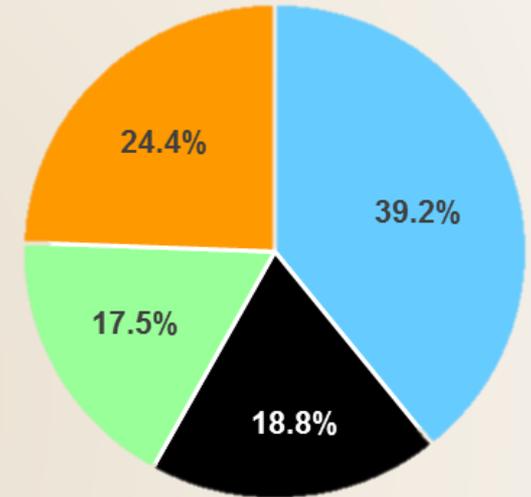
What portion of assisted households have income in the lowest poverty intervals?

If the grantee is effectively reaching the lowest income households, then:

% of Assisted Households at or below 100% FPL

should be greater than or equal to

% of Income-Eligible Households at or below 100% FPL



FY 2015 Assisted Households
(Heating Assistance)

- Federally Income-Eligible Households - <100% Poverty
- Federally Income-Eligible Households - 101-125% Poverty
- Federally Income-Eligible Households - 126-150% Poverty
- Federally Income-Eligible Households - >150% Poverty

In this example, **nearly 40% of FY 2015 Heating Assistance clients were at or below 100% FPL.**

Since this is greater than the 27% of FY 2015 *income-eligible households* in this poverty interval—we can safely assume that the grantee is effectively reaching lowest income households with Heating Assistance.

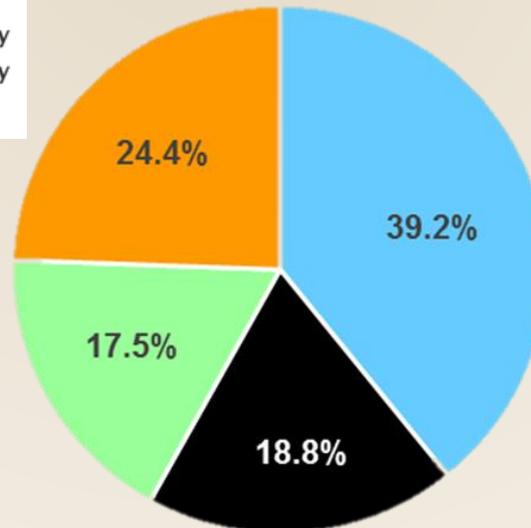


Prioritizing the Lowest Income Households Key Evaluation Questions

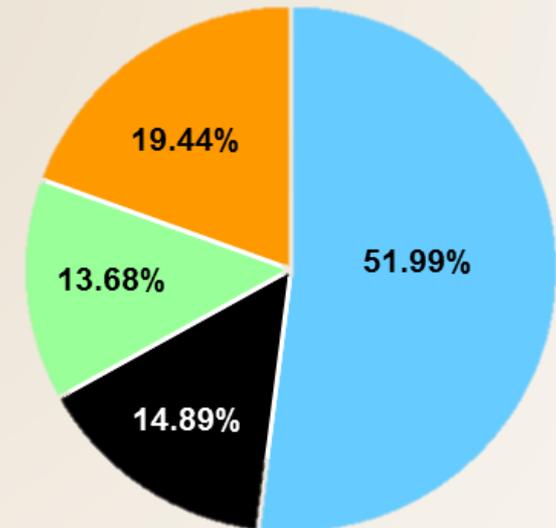
Does distribution of households among poverty intervals vary by program component?

In this example, the Crisis Assistance program is serving more households at or below 100% FPL than the Heating Assistance program.

Heating Assistance



Crisis Assistance



- Federally Income-Eligible Households - <100% Poverty
- Federally Income-Eligible Households - 101%-125% Poverty
- Federally Income-Eligible Households - 126%-150% Poverty
- Federally Income-Eligible Households - >150% Poverty



Prioritizing the Lowest Income Households **Key Planning Questions**

So Now What?

- Do we need to adjust our targets based on income-eligible population changes?
- How do we adjust our outreach activities (*Model Plan Section 6*) to improve our targeting results?
- Are we intending to serve different groups with particular program components (e.g., crisis assistance)? Do we need to adjust our program design to reach our intended targets?

Prioritizing the Lowest Income Households

What Data Might Help Me?

Income-Eligible Population by Poverty Interval

- Annual LIHEAP Home Energy Notebook [*LIHEAP Data Warehouse*]

Households Served by Poverty Interval

- LIHEAP Household Report [*LIHEAP Data Warehouse*]

Prioritizing the Lowest Income Households Where Do I Find Reports in the Data Warehouse?

LIHEAP Data
Warehouse
Demonstration:

**Income-Eligible
Population by
Poverty Interval**

Guided Search [LIHEAP Glossary](#) [Reports help](#)

Single State Program Reports

1 Start: Topics 2 States 3 Years 4 Results

Choose a report:

Who is eligible for assistance

- [LIHEAP Income Eligible Households Based on Federal Maximum Income Guidelines](#)
- [LIHEAP Income Eligible Households Based on Federal and State Income Guidelines](#)
- [Federally Income Eligible Households by Vulnerability](#)
- [Percentage of Households that are Federally Income Eligible by Vulnerability](#)
- [Federally Income Eligible Households by Percent of HHS Poverty Guideline](#)
- [Distribution of Federally Income Eligible Households by Percentage of HHS Poverty Guideline](#)

Prioritizing the Lowest Income Households

Where Do I Find Reports in the Data Warehouse?

LIHEAP Data
Warehouse
Demonstration:

Households Served
by Poverty Interval

Who is assisted

-  [Households with Members 60 or Over Receiving LIHEAP Heating Assistance](#)
-  [Households Members with Disabilities Receiving LIHEAP Heating Assistance](#)
-  [Households with Children 5 or Under Receiving LIHEAP Heating Assistance](#)
-  [Households Receiving Heating Assistance by Vulnerability](#)
-  [Percent of Federally Income Eligible Households Receiving LIHEAP Heating Assistance by Vulnerable Group](#)
-  [Household Receiving Heating Assistance by Percent of HHS Poverty Guideline - Latest Year Available](#)
-  [Household Receiving Heating Assistance by Percent of HHS Poverty Guideline - over time](#)
-  [Percent of Federally Income Eligible Households Receiving LIHEAP Heating Assistance by Percent of HHS Poverty Guidelines](#)

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Data Warehouse Tutorial

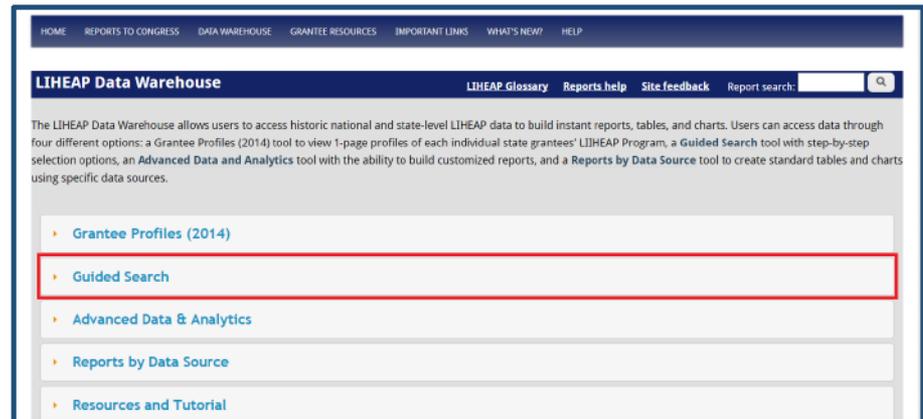
Provides a step-by-step overview of the Data Warehouse, including:

1. **Creating Step-by-Step Guided Reports:** How to Use the Guided Search tool
2. **Designing and Creating Custom Reports:** How to Use the Advanced Data & Analytics tool
3. **Using and Savings Your Reports:** How to Modify, Save, and Print Your Reports

Section I - Creating Step-by-Step Guided Reports

How to Use the Guided Search Tool

Step 1: In the Data Warehouse menu, click on Guided Search on the drop down menu.



Access the Tutorial using this link:

https://liheappm.acf.hhs.gov/data_warehouse/doc/tutorial.pdf

Upcoming Training and Webinars

- **Introduction to the LIHEAP Performance Management Analysis Tool Webinar**

Tentatively scheduled for March 22, 2017

Note:

All LIHEAP staff scheduled to attend the April National Training in New Orleans should plan on attending this webinar.

- **LIHEAP National Training**

April 3-5, New Orleans

Performance Management Resources for LIHEAP Grantees

LIHEAP Performance Management Website:

<https://liheappm.acf.hhs.gov/>

Data Warehouse - Resources and Tutorial Tab:

https://liheappm.acf.hhs.gov/data_warehouse/index.php?report=homepage

▶ **Advanced Data & Analytics**

▶ **Reports by Data Source**

▼ **Resources and Tutorial**

Access resources explaining how to use the Data Warehouse and providing background information on LIHEAP data collection and reporting.

LIHEAP Glossary - PDF Document

The LIHEAP Glossary includes detailed definitions of LIHEAP terms, as well as references to key reports and resources for further information.

Background on LIHEAP Data Collection and Reporting

Explore a variety of resources related to how LIHEAP data is collected, reported, and used.

Methodology and Sources Used to Develop LIHEAP Income Eligible Population Estimates

Learn about how the LIHEAP Income Eligible Population statistics are estimated using Census information.

Data Warehouse Tutorial

This tutorial will provide an overview and step-by-step guidance for using the Data Warehouse to find, build, and customize reports according to your needs.

Performance Management Resources for LIHEAP Grantees

LIHEAP Virtual Library:

<https://liheappm.acf.hhs.gov/assessment/#nbb>

LIHEAP Clearinghouse:

<https://liheapch.acf.hhs.gov/stateplans.htm>

ACF Training Resources Website:

<https://www.acf.hhs.gov/ocs/resource/liheap-trainings>

Performance Management Resources for LIHEAP Grantees

For more information, please contact:

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Dan Bausch

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609-252-9050

Kevin McGrath

Kevin-McGrath@appraiseinc.org

609-252-2081

Wrap Up

Outstanding Questions?

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